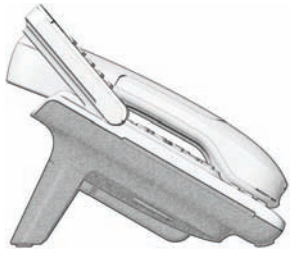
orange™ Business Services

User's manual
4029/4028IP



Introduction

Thank you for choosing a telephone from the 4028IP/4029 range manufactured by **Orange Business Services**. Your 4028 (IP set)/4029 (digital set) terminal has a new ergonomic layout for more effective communication.

- A large graphic screen, in conjunction with various keys and the navigator, allows you to make calls, configure and program your telephone,
- a receiver that is pleasant to use: it fits nicely in the hand with a flexible grip section,
- communication is even more convenient using the audio keys (loudspeaker, hands free),
- using the convenient alphabetic keypad, you can call your correspondents by name.

How to use this guide

Actions

Lift the receiver.

Hang up.

Keypad

Numeric keypad.

Alphabetic keypad.

Specific key on numeric keypad.

Navigator

Move the navigation key up, down, to the left or to the right.

To go back one level (press and release) or to return to the welcome page (press and hold) ; during a conversation, can be used to access the different pages (Menu, Perso, etc.) and to return to the telephone screens.

Display and display keys

Partial view of display.

Display key.

Audio keys

Loudspeaker, hands free.

Adjustment “reduce”.

Adjustment “increase”.

Programmable keys and icons

Line key.

Icon corresponding to key.

Other fixed keys

Fixed key.

MENU/Info key.

Voice mail access key.

Other symbols used

Means that the function is accessible from the Menu page.

Means that the function is accessible from the Perso page.

Means that the function is accessible from the Info page.

Means that the function is subject to programming. If necessary, contact your installer.

These symbols can be supplemented by small icons or text.

Recommendations on the management of password (or personal code) of your phone:

When connected to an external public network your e-diatonis IPBX can be subject to malicious attacks.
A simple way of protecting against attack is to change your passwords regularly as you do for your PCs.

Here are a few tips on choosing your password, called "personal code" (4 digits on your phone) :

- Do not use a too easy password (ex. 1234, 2010 ...)
- Take a different password for each application
- Your password is personal and should remain confidential, not disclose it to anyone else
- Never write down your password. The first thing an attacker will do is rummage through your belongings – check your diary, look under your monitor and keyboard, sift through your garbage, etc.

Your phone is now correctly secure and the fraud risks are minimized.

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Annex - Writing accented or special characters with the phone keyboard

Declaration of conformity

Getting to know your telephone

Handset
Adjust the tilt of the screen
Indicator light
• Flashing green: incoming call.
• Flashing red: alarm.
Socket for connecting headphones or a Hands-free / Loudspeaker unit
Alphabetic keypad

Audio keys

Hang-up key: to terminate a call.

Hands-free/Loudspeaker Key:to make or answer a call without lifting the receiver.
- Lit in hands-free mode or headset mode (short press).
- Flashing in loudspeaker mode (long press).

Intercom/Mute key:
- During a conversation: press this key so that your correspondent can no longer hear you.
- Terminal idle: press this key to answer calls automatically without picking up the receiver.

To adjust the loudspeaker or handset volume up or down

Extension unit

An extension unit can be fitted to your telephone. This provides additional keys which can be configured as function keys, line keys, call keys etc.
To affix labels: push the holding strip of the unit backwards to you and lift it. Install the label under the keypad, in the housing designed for, and place the keypad back into position.

Display and display keys

Contains several lines and pages providing information on calls and the functions accessible via the 6 keys associated with the words on the screen.

Transfer icon: pressing the key next to this icon allows you to program or change the transfer function.

Headset connected.

Appointment programmed.

Silent mode activated.

Telephone locked.

Display keys: pressing a display key activates the function shown associated with it on the screen.

Navigation

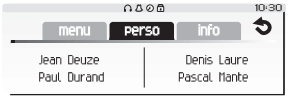
OK key: used to validate your choices and options while programming or configuring.

Left-right navigator: used to move from one page to another.

Up-down navigator: used to scroll through the content of a page.

Back/Exit key: to return to previous menu (short press) or return to first screen (long press) ; during a conversation, provides access to welcome screens (Menu, Info, ...) and to return to the conversation icon screens.

Welcome screens



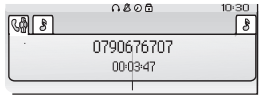
Menu page: contains all functions and applications accessible via the keys associated with the words on the screen.
Perso page: contains call line keys (allowing supervision of calls) and programmable call keys.

Info page: contains information on the telephone and the status of its functions: name, telephone number, number of messages, activation of transfer function, appointment reminder, etc.

Call display

Incoming call.

Call in progress or outgoing call.



Call on hold*.

If you get two calls at the same time, you can switch from one call to the other by pressing the display key associated with each call.

Left-right navigator: used to check calls.

Function keys and programmable keys

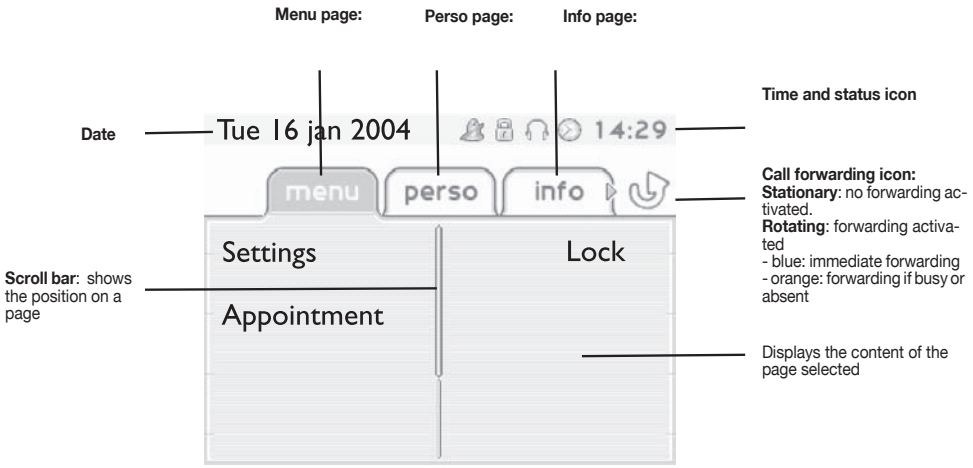
Guide key: used to obtain information on functions of the 'menu' page and to program key of the 'perso' page. Pressing this key during a call displays the name or number of the caller.

Messaging key to access various mail services
If the key flashes, a new voice message or a new text message has been received.

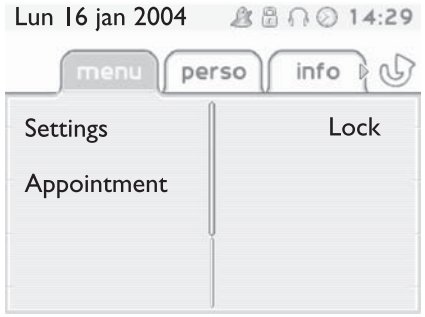
'Redial' key: to access the 'Redial' function.

Programmable key (F1 and F2 keys)
Lit when the function associated with the key is activated.

1.1 Welcome screens



- **Menu page:** contains all functions and applications accessible via the keys associated with the words on the screen. From this page, it is possible to adjust the ringer volume and screen brightness, program the time of an appointment, lock the terminal, define the default page displayed, configure voice mail, and access telephone functions such as calling back one of the last numbers or intercepting calls.



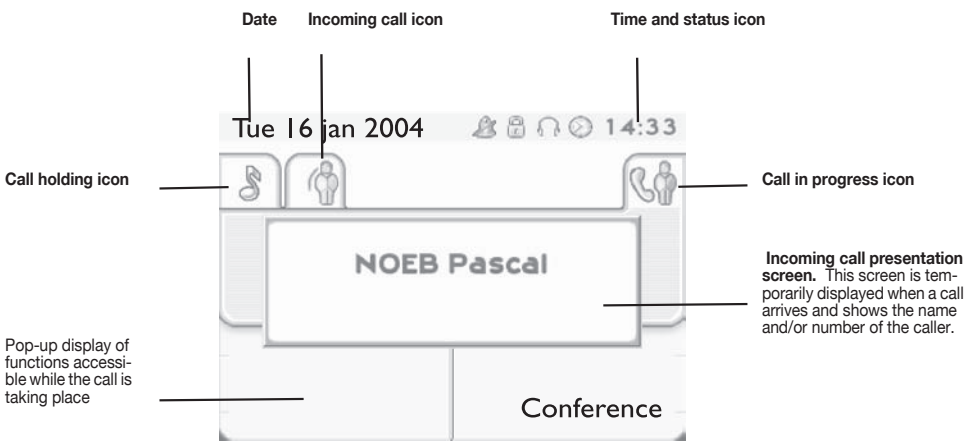
- **Perso page:** contains call line keys (allowing supervision of calls) and programmable call keys. The up-down navigator is used to access all the direct call keys (apart from those displayed by default). Direct call keys are programmed or modified via the Information key.

- **Info page:** contains information on the telephone and the status of its functions: name, telephone number, number of messages, activation of transfer function, appointment reminder, etc.

Left-right navigator:
used to move from one page to another.

Up-down navigator:
used to scroll through the content of a page.

1.2 Call management screen


Date
Incoming call icon
Time and status icon
Tue 16 jan 2004
14:33
Call holding icon
Call in progress icon
NOEB Pascal
Incoming call presentation screen. This screen is temporarily displayed when a call arrives and shows the name and/or number of the caller.
Pop-up display of functions accessible while the call is taking place
Conference

Each tab corresponds to a call, the status of which is symbolized by its icon (in progress, held, arrival of new call). When a call is in progress, use the left-right navigator to look at held or incoming calls.

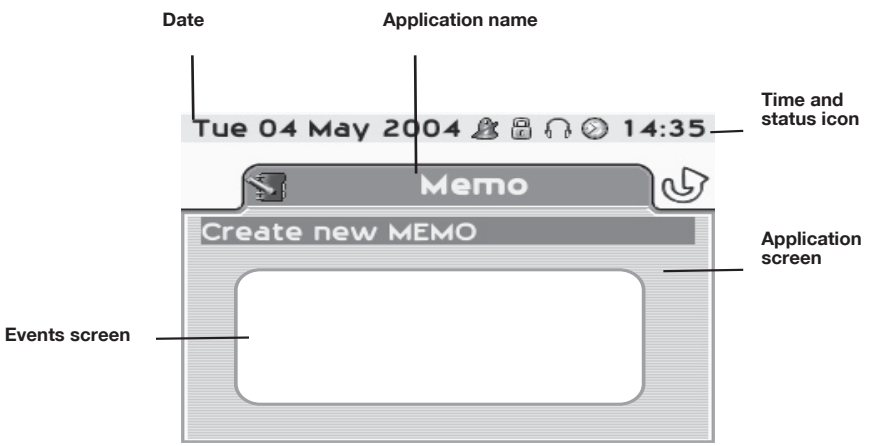
Use the up-down navigator to display the functions accessible. These functions (transfer, conference, etc.) are directly related to the status of the call consulted. For example, the transfer function will not be available between a call in progress or a held call and an incoming call.

Back/Exit key:
used to switch from a telephone screen to an application screen. For example, can be used while a call is in progress to look up a number, program an appointment reminder, etc.

Depending on how the system is configured, the name or number of the caller is displayed on the screen.
Pressing the 'i' key displays the name or number of the caller on the screen . If the number is displayed by default, pressing the 'i' key displays the name . If the name is displayed by default, pressing the 'i' key displays the number.

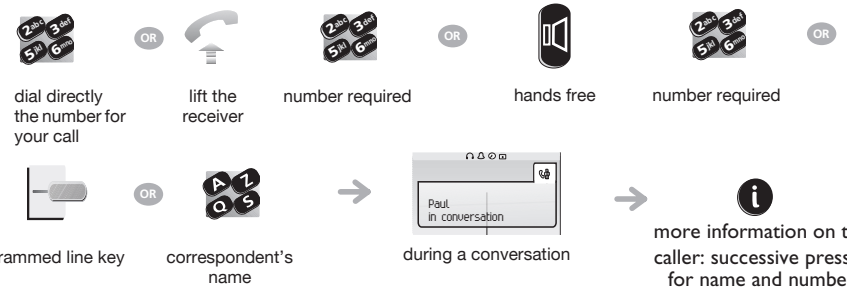
Calls can also be managed from the Perso page.
While the call is in progress, press the Back/Exit key and display the Perso page.
Calls in progress or waiting are displayed on the different line keys. It is then possible to converse with the caller of your choice by pressing the key associated with him.

1.3 Application screen



- **Application screen:** displays information relevant to programming or configuring the telephone.
- **Events screen:** displays events connected to the programming or configuration operations in progress, confirmation, rejection, error, etc.

2.1 Making a call



dial directly the number for your call | lift the receiver | number required | hands free | number required

programmed line key | correspondent's name | during a conversation | more information on the caller: successive presses for name and number

To make an external call, dial the outside line access code before dialling your correspondent's number. 0 is the default code for an outside line.

For the operator, dial '9' (by default).

The duration of your external call may be limited in time by the administrator.. In this case, a beep sounds and/or a message will be displayed on the screen 20 seconds before the end of the communication

Depending on how the system is configured, the name or number of the caller is displayed on the screen. Pressing the 'i' key displays the name or number of the caller on the screen. If the number is displayed by default, pressing the 'i' key displays the name. If the name is displayed by default, pressing the 'i' key displays the number.

- **If the internal or outside number does not reply:**

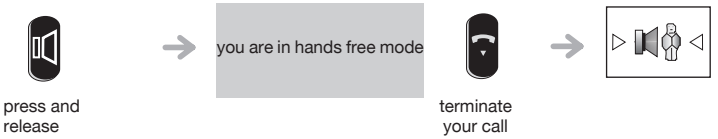
broadcast a message on the loudspeaker of the free terminal | request callback to a busy terminal | send a written message | go to next screen

2.2 Receiving a call

lift the receiver | hands free | press the key next to the **'incoming call'** icon | more information on the caller: successive presses for name and number

2.3 Using the telephone in 'Hands free' mode

- Terminal idle:



press and release | terminate your call

- Call in progress:

during a conversation | press and release

During a conversation, you can lift the receiver without terminating the call.

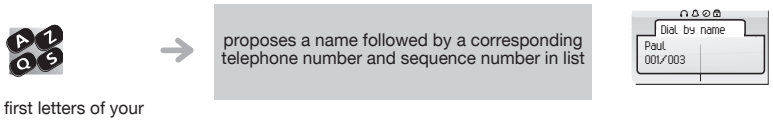
2.4 Activating the loudspeaker during a conversation (receiver lifted) - Loudspeaker.

during a conversation | activate loudspeaker (long press)

adjust volume (9 levels) | deactivate loudspeaker (long press)

press and release the loudspeaker key to switch to hands free mode (light steady).

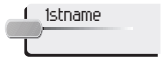
2.5 Calling your correspondent by name (company directory)



first letters of your correspondent's name

- **If name is OK:**

- **If name is not OK:**



extend search in list

OR

display the list of correspondent names

select the name required

OR erase last letter entered

OR show next name

OR show previous name

2.6 Make calls via your programmed call keys

Perso

access the **'Perso'** page

find the correspondent you want to call from the programmed call keys

call the chosen correspondent

2.7 Calling from the common directory

Your terminal has access to a common directory of outside numbers.

directory number

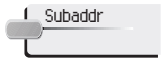
2.8 Block dialling

This dialling allows the user to enter the complete number before dialling.

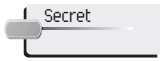
access the **'Perso'** page

enter correspondent's number

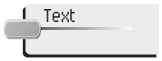
make the call

OR 

add a subaddress *

OR 

keep your identity secret

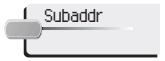
OR 

send a written message

OR erase last character

OR return to initial screen

(*)Sending a subaddress
You may have to add a four-digit subaddress to the number called (to obtain a fax, PC or telephone, etc.).



enter subaddress on keypad

make the call

2.9 Filtering calls using the voice mailbox

Perso

This service lets you filter incoming calls to your voice mailbox. When your caller leaves his message you can choose to communicate with him.

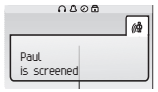
- **Activating call screening :**

'voice mail filtering' programmed key

enter your personal password

same key to stop listening and deactivate the screening

- **When you receive a call :**



name or number of the caller

you hear the message left by your caller

hands free to take the call

OR

OR

to stop listening only

2.10 Redialling

Menu

- Redialling the last number dialled (redial):

'Redial' key(short press)

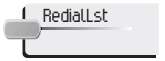
last number redial

- Call back on the last 10 number dialled:

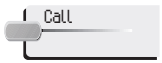
'Redial' key (long press)

OR

reach the '**Menu**' page

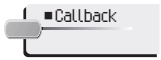


select the No. in the last ten issued



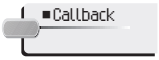
call required number

2.11 Requesting automatic callback if internal number is busy

internal number busy → 

→ callback request acknowledged

- **Cancelling callback request:**



→ cancellation of callback request acknowledged

Automatic callback is not available if the set of your correspondent is free or if you are put on hold when the set is busy.

2.12 Receiving intercom calls

You can answer a call without lifting the receiver. When you receive a call, your are automatically connected in hands-free mode. The identity of the caller is displayed on the screen.

- **To activate - Terminal idle:**

→ corresponding LED lights up

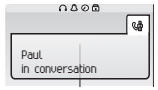
When your caller hangs up, intercom mode remains active.

- **To deactivate - Terminal idle:**

→ The corresponding LED goes out

2.13 Sending DTMF signals

During a conversation you sometimes have to send DTMF signals, such as with a voice server, an automated attendant or a remotely consulted answering machine.



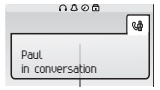
during a conversation

to activate

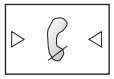
The feature is activated by default.

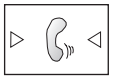
2.14 Mute, so that your correspondent cannot hear you

You can hear your correspondent but he/she cannot hear you:



during a conversation

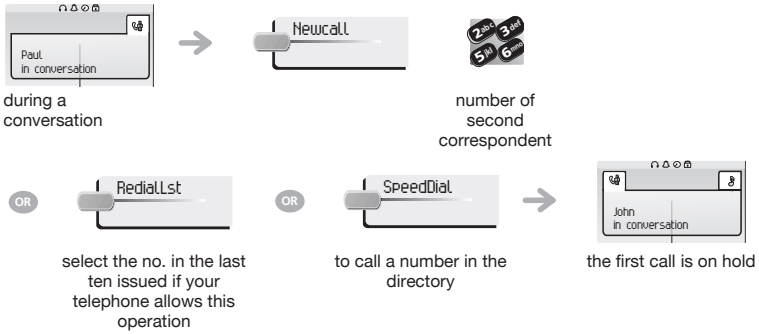
→ disable microphone → The key lights up 

→ The key is no longer lit 

resume the conversation

During a conversation

3.1 Making a second call during a conversation



during a conversation

number of second correspondent

select the no. in the last ten issued if your telephone allows this operation

to call a number in the directory

the first call is on hold

- **Other methods for calling a second correspondent**

Dial directly the number for your call.

Name of second correspondent.

- To access the 'Redial' function (press and hold).
- Call back on the last 10 number dialled (short press).

Programmed line key.

- **To cancel your second call and recover the first:**

key associated with the **'incoming call'** icon

If you make an error, hang up: your telephone will ring and you will recover your first call.

3.2 Answering a second call during a conversation

- **A second correspondent is trying to call you:**

during a conversation

name or no. of the caller displayed for 3 seconds

more information on the caller: successive presses for name and number

Depending on how the system is configured, the name or number of the caller is displayed on the screen. Pressing the 'i' key displays the name or number of the caller on the screen. If the number is displayed by default, pressing the 'i' key displays the name. If the name is displayed by default, pressing the 'i' key displays the number.

- **Answer call displayed**

line key for which icon is flashing

the first call is on hold

- **To return to your first caller and end the conversation in progress**

key associated with the **'incoming call'** icon

3.3 Switching between calls (Broker call)

During a conversation, a second call is on hold.
To accept the second call:

key associated with the **'incoming call'** icon

your first call is placed on hold

3.4 Transferring a call

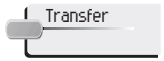
- **To transfer your call to another number:**

during a conversation

no. of the 2nd terminal

the first call is on hold

- **If the number receiving the transfer answers:**



You can also transfer your call immediately, without waiting for your correspondent to answer.

Transfer between two outside calls is not generally possible (depends on country concerned and system configuration).

3.5 Transfer a call to the voice mailbox of an absent party

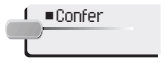
During the call, you want to transfer your correspondent to the voice mailbox of another correspondent.

during a conversation

number of second correspondent

3.6 Three-way conference with internal and/or external correspondents (conference)

- During a conversation, a second call is on hold:



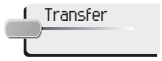
select the '**conference**' function

- Cancel conference and return to first correspondent (if conference is active):

- Hang up on all correspondent (if conference is active):

- After the conference, to leave your two correspondents talking together:

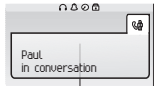
cancel the conference



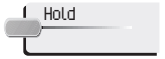
3.7 Placing a call on hold (hold)

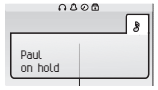
- **Exclusive hold:**

during a conversation, you wish to place the call on hold and recover it later, on the same telephone.



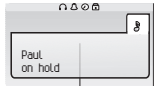
during a conversation



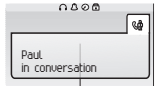


your call is placed on hold

- **Recover the call on hold:**

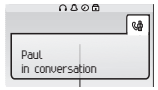


key associated with the **'incoming call'** icon

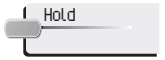


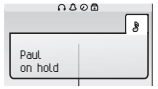
- **Common hold (subject to programming):**

to recover your call on any telephone in your system.



during a conversation





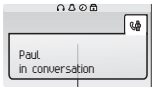
your call is placed on hold

Recover the call on hold from any telephone:

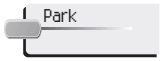
key associated with the **'incoming call'** icon

3.8 Placing an outside call on hold (parking)

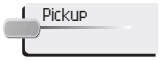
You can place an outside call on hold and recover the call on another telephone:



during a conversation



- **To recover the parked call:**

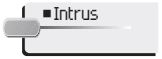


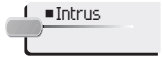
number of telephone from which call was parked

If the parked call is not recovered within a preset time (default value 1 min 30), it is transferred to the operator.

3.9 Intrusion into an internal conversation

Your correspondent's line is busy. If the number is not "protected" and if authorised, you can intrude into the call:





same key to exit

- **Protection against intrusion:**

'communication protection' programmed key

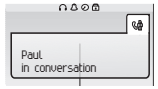
enter the number

Protection is cancelled when you hang up.

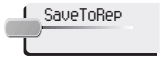
3.10 Store a number

Perso

During a call, to save the number onto a call key:



during a conversation



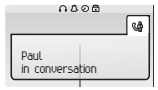
press a call key on the Perso page

enter the name of your correspondent

apply

3.11 Adjust audio volume

During a call, to adjust the volume level of the loudspeaker or receiver:



during a conversation

adjust audio volume

4 'Meet me' conference

The 'Meet me' function is used to set up a conference with a maximum of 6 persons: the 'master' of the conference (who has the rights for initiating the conference) and the participants (maximum of 5) who meet for the conference.

4.1 Initiate a 'Meet me' conference

In order for the participants to join the conference, you must first decide on a meeting time for the conference and send them the access code.

> ***When the system prompts you to enter a code or password, you are allowed 3 attempts before the system rejects your request.***

lift the receiver (see Making a call) | enter the 'Meet me' conference activation code | from the outside, dial the 'Meet me' conference activation call number | enter your telephone number (internal)

enter your personal password | enter the conference access code | the conference is set-up

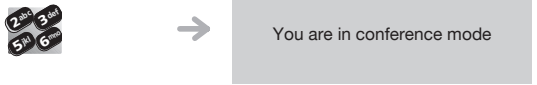
- Activator code: This code is defined by the administrator during system configuration.
- Call number for activating the 'Meet me' conference: this call number is used by the conference master when he wishes to initiate a conference from an external set. This number must have been defined previously by the system administrator.
- Password: the default password cannot be used. If necessary, refer to chapter 'Modifying your personal code'.

> ***When the conference master on-hooks, all the communications will be cut-off.***

4.2 Join a 'Meet me' conference

Once set-up by the conference master, the participants can join the 'Meet me' conference (5 participants maximum).

lift the receiver (see Making a call) | enter the joining code for the 'Meet me' conference | from the outside, dial the 'Meet me' conference joining call number



enter the conference access code

- Joining code: this code is defined by the administrator during system configuration.
- Call number for joining the 'Meet me' conference: this call number allows the participants to join a conference from an external set. This number must have been defined previously by the system administrator

> ***An audible beep sounds when a participant joins the conference. 2 audible beeps sound when a participant leaves the conference.***

> ***You cannot join a conference if the maximum allowed number of participants is already reached.***

> ***If the conference has not yet been set up by the conference master you are put on hold until the conference is initiated (5 minutes maximum).***

> ***If you cannot directly reach the conference, you have to call first an internal user or an automatic operator. This one dials the call number for joining the 'Meet-me' conference and then transfers your call (10 seconds).***

5.1 Receiving supervised call ringing

Perso

To receive the special ringing for calls to another number:

"Supervised call ringing" programmed key

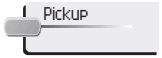
same key to cancel

5.2 Answering the general bell

Menu

When the operator is absent, outside calls to the operator are indicated by a general bell. To answer:

reach the '**Menu**' page



5.3 Manager/secretary filtering

System configuration allows "manager/secretary" groups to be formed, so that the manager's calls can be directed to one or more secretaries.

- **From the manager's or secretary's telephone:**

"Filter" programmed key

→ incoming calls are filtered by a chosen person (secretary, etc.)

same key to cancel

Filtering is indicated on the manager's telephone by the icon corresponding to the "filtering" programmed key.

5.4 Call pick-up

Menu

You hear a telephone ringing in an office where no-one can answer. If authorised, you can answer the call on your own telephone.

- **If the telephone ringing is in your own pick-up group:**

'group call pick-up' programmed key

- **If the telephone ringing is not in your pick-up group:**

reach the '**Menu**' page

number of telephone ringing

OR

'set call pick-up' programmed key

number of telephone ringing

The system can be configured to prevent call pick-up on certain telephones.

5.5 Answering briefly in place of the operator

Outside calls to the operator will ring on your telephone and you can answer the call:

→ your telephone will ring at the same time as the switchboard

"Operator help" programmed key

same key to cancel

- **Calls to the switchboard:**

calls to the switchboard will ring on your telephone →

"Operator help" programmed key

5.6 Hunting groups

- **Hunting group call:**

Certain numbers can form a hunting group and can be called by dialling the group number.

no. of group to be called

- **Temporary exit from your hunting group:/Return into your group:**

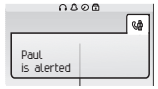
'leave group' programmed key

your group number

Belonging to a group does not affect the management of direct calls. A specific telephone within a group can always be called by using its own number.

5.7 Calling an internal correspondent on his/her pager

The number called does not answer and you know that the person called has a pager:



your correspondent does not reply

'paging' programmed key

paging in progress is displayed

Your correspondent can answer from any telephone in the system.

5.8 Answering a call on your pager

A call on your pager can be answered from any telephone within the system.

your pager beeps

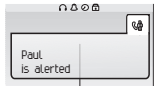
'answer paging' programmed key

your group number

5.9 Calling a correspondent on his/her loudspeaker

Menu

Your internal correspondent does not answer. If authorised, you can remotely activate your correspondent's phone:



your correspondent does not reply

Interphon

you are connected to the loudspeaker on your correspondent's phone (if he/she has the hands free function)

5.10 Sending a written message to an internal correspondent

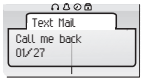
Text

number to be called

OR

enter the first letters of the name

- **Predefined message:**



first message in list (27)

Select the message to be sent

OR

Gotomsg

enter the no. of the message to be sent (01 to 27)

apply your choice

AND/OR

Language

change language of message

apply your choice

- **Personal message:**

Create

create a temporary personal message (alphabetic keypad)

apply your choice

- **The 27 standard messages are shown below:**

1	Call me back	15	Meeting on ___ (*)
2	Call me back tomorrow	16	Meeting on ___ at _:_ (*)
3	Call me back at _:_ (*)	17	Out for a while
4	Call back _____ (*)	18	Absent for the rest of the day
5	Call the attendant	19	Absent, back at _:_ (*)
6	Call the secretary	20	Absent, back on ___ at _:_ (*)
7	I will call back at _:_ (*)	21	On vacation, back on ___ (*)
8	Use paging	22	External meeting
9	Please fetch your fax	23	External meeting, back on ___ (*)
10	Please fetch your mail	24	I am in room nr __ (*)
11	Please cancel your forwarding	25	In a meeting - do not disturb
12	Visitors are waiting	26	At lunch
13	You are expected at reception	27	Indisposed
14	Meeting at _:_ (*)	(*)	Messages to be completed using numeric keypad

5.11 Send a voice message copy

Voice

personal code

display number of new and old messages

Consult

select message to copy by consecutive presses

Sendcopy

number to be called

OR

correspondent's name

Sendmsg

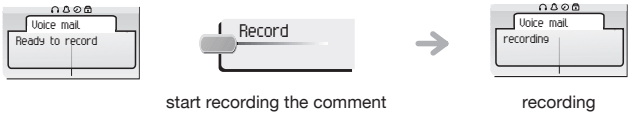
send message

OR

Record

record a comment*

- *** To record a comment :**



start recording the comment — recording

end of recording — replay comment

re-record a comment — send message

5.12 Sending a recorded message to a number / a distribution list

personal code

correspondent's no. or list no. (00 to 50) — correspondent's name or list name (00 to 50) — other correspondents if necessary — apply

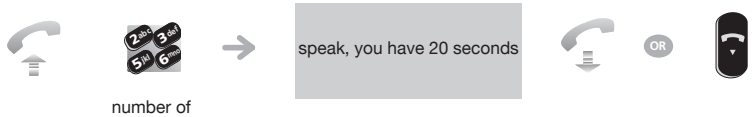
start message recording

recording — end of recording — apply

replay message — re-record a message — apply

5.13 Broadcasting a message on the loudspeakers of a station group

A message not requiring an answer can be broadcast on the loudspeakers within your broadcast group:



number of broadcast group

The message will only be broadcast on terminals not in use and which have a loudspeaker.

5.14 Modify the automated attendant welcome message remotely

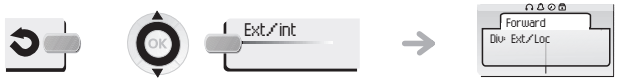
This feature enables a user with the appropriate rights to modify the automated attendant night or day-time message.

voice mail call number — number of your voice mailbox — personal code

access the 'personal options' menu — access the 'welcome messages customisation' menu

6.1 Selecting calls to be diverted

When a diversion is applied, you can select the types of call to be diverted: outside, internal, all.



select the type of Out/Int call

type of call diverted is displayed

divert internal and outside calls

divert outside calls

divert internal calls

6.2 Diverting calls to another number (immediate diversion)

The number can be your home, portable or car phone, voice message or an internal extension (operator, etc.).

number to be called

diversion is acknowledged

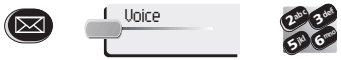
You can make calls, but only the destination number can call you.

6.3 Diverting your calls to your voice message service

diversion is acknowledged

6.4 When you return, consult recorded messages

The light indicates that messages have been received.

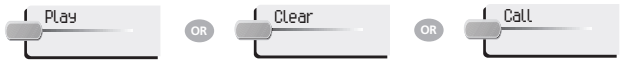


personal code

display number of new and old messages

select message

display name of sender, with date, time and ranking of message



listen to message

erase message

call back sender of message

copy message

6.5 Activate/disable the personal assistant

Menu

reach the '**Menu**' page

apply

6.6 Personal assistant: reaching you with one number only

Menu

reach the '**Menu**' page

select type of diversion

dial number of a colleague or your secretary

dial an outside line number

dial number of your Mobile 4076 or DECT

activate/deactivate transfer to operator

apply

6.7 Diverting calls to your pager

Callers will thus be able to contact you while you are moving around the company:

'forward to paging' programmed key

diversion is acknowledged

6.8 Forwarding your calls from the receiving terminal ("Follow me")

You wish to receive your calls in your present location:
Use the "Follow me" function.

your extension number

OR

'follow-me' programmed key

your extension number

diversion is acknowledged

6.9 Applying a selective diversion

You can selectively divert calls, according to the caller's identity:

diversion is acknowledged

'selective forwarding' programmed key

6.10 Diverting all group calls

You can divert all your group calls to another internal number:

'group calls forwarding' programmed key

number receiving diversion

diversion is acknowledged

6.11 Cancelling all diversions

OR OR

'cancel all forwarding' programmed key

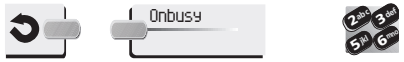
programme another type of diversion

6.12 Cancelling a specific diversion

programmed key corresponding to type of diversion (group or selective)

6.13 Diverting calls when your line is busy (divert if busy)

Callers can be diverted to another telephone if you are already on the line.



number receiving diversion

diversion is acknowledged

OR

'forward on busy' programmed key

number receiving diversion

6.14 Do not disturb

You can make your terminal temporarily unavailable for all calls.

OR

'DND' programmed key

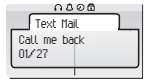
diversion is acknowledged

Callers wishing to contact you will see the 'Do Not Disturb' message displayed on their sets when they try to call.

6.15 Leaving a recorded message for internal callers

You can leave a message on your terminal which will be displayed on the screen of the terminal calling you.

- **Predefined message**



first message in list (27)

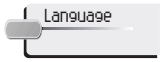
Select the message to be sent

OR

enter the no. of the message to be sent (01 to 27)

apply your choice

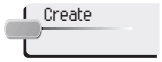
AND/OR



change language of message

apply your choice

- **Personal message**



create a temporary personal message (alphabetic keypad)

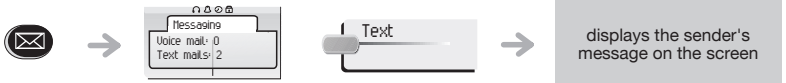
apply your choice

- **The 27 standard messages are shown below:**

1	Call me back	15	Meeting on ___ (*)
2	Call me back tomorrow	16	Meeting on ___ at _:_ (*)
3	Call me back at _:_ (*)	17	Out for a while
4	Call back _____ (*)	18	Absent for the rest of the day
5	Call the attendant	19	Absent, back at _:_ (*)
6	Call the secretary	20	Absent, back on ___ at _:_ (*)
7	I will call back at _:_ (*)	21	On vacation, back on ___ (*)
8	Use paging	22	External meeting
9	Please fetch your fax	23	External meeting, back on ___ (*)
10	Please fetch your mail	24	I am in room nr __ (*)
11	Please cancel your forwarding	25	In a meeting - do not disturb
12	Visitors are waiting	26	At lunch
13	You are expected at reception	27	Indisposed
14	Meeting at _:_ (*)	(*)	Messages to be completed using numeric keypad

6.16 Consulting written messages

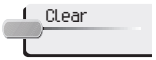
The light indicates that messages have been received.



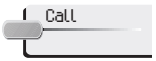
number of messages received

Next message.

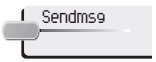
Previous message.



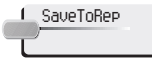
Erase message.



Call back sender of message.



Sending a written message to an internal correspondent.



Save the sender's number in your directory.

Terminate consultation.

6.17 Message notification

Menu

A message is left in your mailbox but you are not at your desk. You can configure your telephone so that you receive notification of the message on another telephone.

reach the '**Menu**' page

- **Activate/deactivate message notification:**

press consecutively to activate/deactivate

apply

- **To pause recording:**

enter the number

apply

- **Change the time slot:**

the time slot during which notification is activated can be changed.

change times

apply

7.1 Charging your calls directly to business accounts

You can charge the cost of your outside calls to business account numbers.

'project code'' programmed key

enter the number of the terminal to receive the message

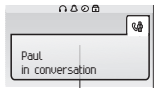
password for this internal telephone

enter number for correspondent

- **Adding or changing a business code during a call:**

"Business account code during call" programmed key

7.2 Finding out the cost of an outside call made for an internal user from your terminal

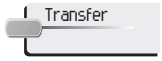


during an internal conversation

programmed key **'Meter Total Recall'**

→ the call is placed on hold

outside number called



transfer call to your correspondent on hold

- **When the internal correspondent who has taken the call on-hooks, you are called back and can:**

1. Read information concerning call (cost, duration, number of units...).

→ name of internal user and cost of call

2. Print a charge ticket.

3. Terminate consultation.

7.3 Call duration restriction

The duration of your external call may be limited in time by the administrator.
In this case, a beep sounds and/or a message will be displayed on the screen 20 seconds before the end of the communication.

Call transfer : during a call transfer, the maximum duration of the call is reset to the value defined for the destination station of the transfer.

Three-party conference : during a three-party conference, communication is cut off when the maximum time allowed has expired.

'Meet me' conference : there is no call duration restriction.

Parking: the maximum duration time is not reset on parked call retr

8.1 Initializing your voice mailbox

light flashes	✉	enter your personal code then record your name according to voice guide instructions

Your personal code is used to access your voice mailbox and to lock your telephone.

8.2 Customising your voice greeting

Menu

You can replace the greeting message by a personal message

reach the '**Menu**' page

to start recording — recording

end of recording — to pause recording — to return to the default message — apply

8.3 Modifying your personal code

Menu

Your personal code is used to access your voice mailbox and to lock your telephone.

reach the '**Menu**' page

old code (4 digits) — new code (4 digits)

As long as your voice mailbox has not been initialized, personal code is 1515.

8.4 Configuring the telephone ringer

Menu

reach the '**Menu**' page

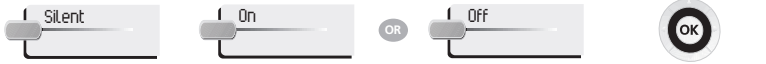
▼ Choose the tune:

select the melody of your choice (16 tunes) — apply your choice

▼ Adjusting the ringer volume:

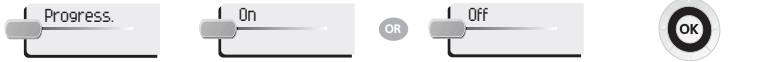
select the volume of your choice (12 levels) — apply your choice

▼ Activate/deactivate silent mode:



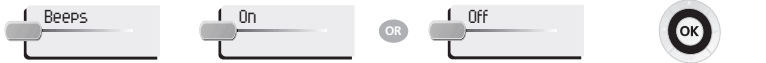
to activate — to deactivate — apply your choice

▼ Activate/disable meeting mode (progressive ringing):



to deactivate — to deactivate — apply your choice

▼ Activate/deactivate discreet ring mode:



to deactivate — to deactivate — apply your choice

▼ Adjust ringer volume while a call arrives:

your telephone rings — adjusting the ringer volume

8.5 Adjusting screen brightness

Menu

reach the '**Menu**' page

increase or reduce the brightness of the screen or keys (of the extension unit) by pressing consecutively on the corresponding keys

8.6 Selecting the welcome page

Menu

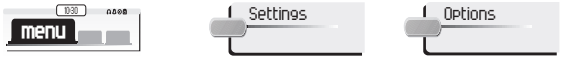
This function is used to choose the page displayed by default on the telephone.

select the default page

apply your choice

8.7 Selecting language

Menu



reach the '**Menu**' page

select the default page

apply your choice

8.8 Programming direct call keys (Perso page:)

Perso

access the **Perso** page using the navigator

press a call key on the Perso page

Enter the name

enter the number

8.9 Programming direct call keys (F1 and F2 keys)

press a programmable key (F1 or F2)

enter the name

enter the number

8.10 Erase a programmed key

Perso

access the **Perso** page using the navigator

select the key to erase

press a programmable key (F1 or F2)

8.11 Programming an appointment reminder

Menu

You can define the time of a temporary reminder (one in 24 hours) or a permanent reminder (every day at the same time).

reach the '**Menu**' page

select the type of appointment (temporary or permanent)

enter time of appointment

apply the appointment time

- **At the programmed time, your telephone rings:**

If you are in conversation, the display flashes and an audio tone is generated. After three calls without reply, a temporary request is cancelled but a permanent request remains in memory.

If your calls are diverted to another terminal, the diversion is not applied to the reminder call.

- **To cancel your reminder request:**

reach the '**Menu**' page

select the type of appointment (temporary or permanent)

8.12 Identify the terminal you are on

Info

The number of your telephone is displayed on the 'Info' page.

Access the **Info** page using the navigator.

8.13 Broadcasting background music on your loudspeaker

You can broadcast background music on the loudspeaker of your telephone (depending on configuration):

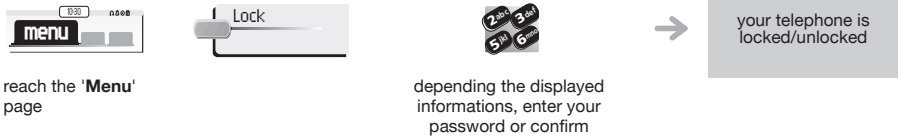
(Long press)

same key to cancel (Long press)

The music stops when a call is made or received and starts again when you hang up.

8.14 Lock / unlock your telephone

Menu



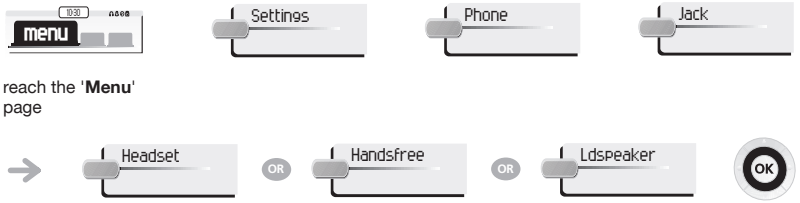
reach the '**Menu**' page

depending the displayed informations, enter your password or confirm

8.15 Configuring the audio jack of your telephone

Menu

By default, the audio jack of your telephone can be used to connect a headset, hands free kit or loudspeaker.

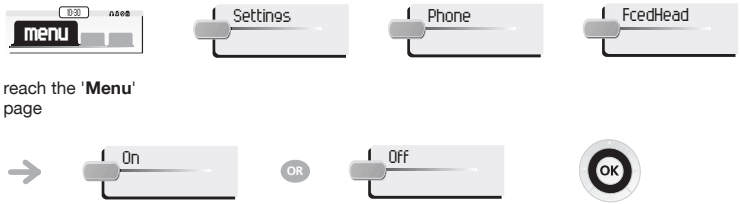


reach the '**Menu**' page

8.16 Activating/deactivating 'forced headset' mode

Menu

'Forced headset' mode must be activated as soon as a headset is installed instead of the receiver.



reach the '**Menu**' page

activating/deactivating **'forced headset'** mode

9.1 Agent set

A call centre solution allows optimum distribution of calls to agents according to their availability and skills.

9.2 Open an agent session (login) - Agent set

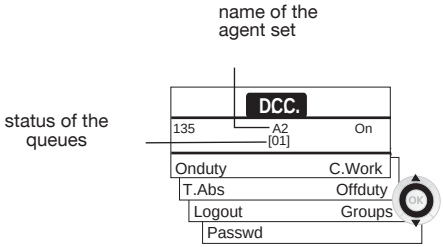
select the DCC application

select the agent and validate

depending the displayed informations, enter your password or confirm

→ ACD application welcome screen display

9.3 DCC application welcome screen - Agent set



- **'01'** means: 1 call waiting (4029/4028IP set - 4019/4018IP/4008IP set).

9.4 The four operating statuses of the agent set

An agent's availability is determined by the operating status (of which there are 4), that the agent can change at any time. These statuses are:

- **In service**, the agent is ready to receive calls.
- **Withdrawn** , the agent has withdrawn from the ACD application.
- **Additional task**, the agent is performing a task concerning a call and is not taking other calls.
- **Temporarily absent**, the agent has taken a break and is not taking calls.

The agent can change the operating status directly by entering codes (on all sets), by pressing the function keys on the set (4028IP/4029 set and 4038IP/4039/4068IP sets), or using the 'Agent Assistant' agent software on PC (if available).

9.5 Changing the operating status of the set - Agent set

Changing using codes (all sets)

The operating status change codes are defined when the system is configured. Contact the system administrator to obtain these codes.

enter the feature code to activate

Statuses	Codes
in service	
withdrawn	
additional task	
temporarily absent	

→ A melody is played: activation accepted, the change of status has been carried out

OR

A 'buzzer' type alarm sounds: activation refused, the set is probably not taken into account by the call centre; you should contact your administrator

Change by function keys (4028IP/4029 set and 4038IP/4039/4068IP set)

Press the function key of the status to be activated. Information relative to the selected status is displayed on the screen. If a refusal message is displayed, contact the system administrator.

9.6 Modifying your personal code - Agent set

new code (4 digits)

9.7 Integrating another group/leaving a group - Agent set

press the key of the group (1 to 8) to integrate (box empty) and/orpress the key of the group to leave (box full)

9.8 Agent set - Close the agent session (logout)

9.9 Supervisor station

A supervisor can consult the messages left in the voice mailboxes of the call centre groups (maximum 8 groups) using the function keys on an 4028IP/4029 set or 4038IP/4039/4068IP set.

A supervisor can also perform the agent function from the same set.

9.10 Supervising group mailboxes - Supervisor station

- **Consulting the messages:**

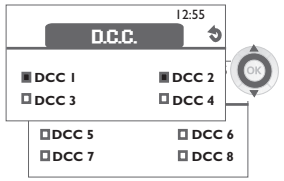
When a message is left in a group mailbox, the voice mail present indicator associated with the supervision key flashes.

Press the supervision key

follow the instructions of the voice guide

When a mailbox is consulted by a supervisor, the other supervisors cannot access it.

- **Supervision keys for group mailboxes and positioning on the sets:**



access the **'Perso'** page

Annex - Writing accented or special characters with the phone keyboard

The following table describes all the accented or special characters that you can write from your keyboard.
The column 'Keyboard' describes the combination of typing keyboard characters to display the desired character.
The term 'n/a' in the 'Keyboard' column, shows the characters that can not be typed from your phone.

Character	Keyboard
¡	~!
¢	n/a
£	~$
¥	~Y
§	n/a
©	^c
º	^m
®	^r
°	^0
±	n/a
²	^2
³	^3
µ	n/a
¶	n/a
¹	^1
ª	^f
¿	~?
À	`A
Á	´A
Â	^A
Ã	~A
Ä	”A
Å	n/a
Æ	n/a
Ç	~C
È	`E
É	´E
Ê	^E
Ë	”E
Ì	`I

Character	Keyboard
Í	´I
Î	^I
Ï	”I
Ð	~D
Ñ	~N
Ò	`O
Ó	´O
Ô	^O
Õ	~O
Ö	”O
Ø	n/a
Ù	`U
Ú	´U
Û	^U
Ü	”U
Ý	´Y
à	`a
á	´a
â	^a
ã	~a
ä	”a
å	n/a
æ	n/a
ç	~c
è	`e
é	´e
ê	^e
ë	”e
ì	`i
í	´i

Character	Keyboard
î	^i
ï	”i
ð	~d
ñ	~n
ò	`o
ó	´o
ô	^o
õ	~o
ö	”o
ø	n/a
ù	`u
ú	´u
û	^u
ü	”u
ý	´y
ÿ	”y
Ă	n/a
ă	n/a
Ą	n/a
ą	n/a
Ć	n/a
ć	n/a
Č	n/a
č	n/a
Ď	n/a
ď	n/a
Đ	n/a
đ	n/a
Ę	n/a
ę	n/a
Ě	n/a
ě	n/a
Ĺ	n/a
ĺ	n/a
Ľ	n/a
ľ	n/a

Character	Keyboard
Ł	n/a
ł	n/a
Ń	n/a
ń	n/a
Ň	n/a
ň	n/a
Ő	n/a
ő	n/a
Œ	n/a
œ	n/a
Ŕ	n/a
ŕ	n/a
Ř	n/a
ř	n/a
Ś	n/a
ś	n/a
Ş	n/a
ş	n/a
Š	n/a
š	n/a
Ţ	n/a
ţ	n/a
Ť	n/a
ť	n/a
Ů	n/a
ů	n/a
Ű	n/a
ű	n/a
Ÿ	n/a
Ź	n/a
ź	n/a
Ż	n/a
ż	n/a
Ž	n/a
ž	n/a

Declaration of conformity

Independently of the legal warranty that covers this appliance, it is guaranteed for 1 year, parts and labour, counting from the date indicated on your invoice.
The invoice will be demanded if making a claim under the warranty. The warranty does not however apply in the following cases: in the event of use that does not comply with the instructions given in this user's manual, faults or damage caused by natural wear, damage resulting from a cause external to the appliance (e.g. impact, fall, exposure to dampness, etc.), noncompliant installation or modifications or repairs carried out by people who are not approved by the manufacturer or retailer.

Warning: never place your telephone in contact with water. To clean your telephone, you may however use a damp soft cloth. Never use solvents (trichlorethylene, acetone, etc.) which may damage the plastic parts of your telephone. Never spray it with cleaning products.
The ear piece and microphone area of the handset may attract metallic objects that may be dangerous for the ear.

The wording is not contractual and may be subject to change. Some functions of your telephone are controlled by a software key and the configuration of the unit.

"EC" declaration of compliance
We, FRANCE TELECOM
Fonction Groupe Achats et Amélioration de la Performance
42 av de la Marne
92120 Montrouge
declare that the product mentioned in this note, conform to the following European Directives and European Standards:
Radio and Telecommunication Terminal Equipment Directive 99/5/EEC.

CE - 1999/5/CE (R&TTE)

Standby power consumption = 3,5 W.

Information relative to the environment
This symbol indicates that at the end of its life, this product should be subject to special collection and disposal in member countries of the European Union, as well as in Norway and Switzerland. By ensuring this product is disposed of correctly, you will help to conserve natural resources and help prevent potential negative consequences to the environment and human health which could otherwise be caused by inappropriate disposal of this product. For further details about recycling this product, please contact the supplier who sold you the product.

Operating conditions
Operating temperature range: -5°C /45°C .
Acoustic shock protection
The acoustic level of the signal generated by the handset earpiece is less than 130 dBspl for a transient signal (123 dBspl for Australia) and less than 118 dBspl (rms) for a continuous signal (120 dBA for Australia) .
Directive 2003/10/EC specifying the risks inherent in noise at work
The ring contributes towards overall daily noise; at its maximum setting, the level is 105 dBA at 60 cm from terminal. To reduce the level, the following is recommended:
- reduce the setting (9 levels of 5 dB),
- program a progressive ring.

Any unauthorised modification to the products shall render this declaration of compliance null and void. All rights reserved.

To contact your after sales department, please dial

N° Indigo 0 825 817 807
0,15 € TTC/MN
monday to saturday from 8 a.m to 8 p.m
(except bank holidays)

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